



U.S. Department
of Transportation
**Federal Aviation
Administration**

August 21, 2017

I am writing to tell you about the realignment of the Federal Aviation Administration's Flight Standard Service and its impact on our interaction with you.

On August 20, Flight Standards transitioned its structure from the geography-based regional structure to a functional structure. The functional structure aligns Flight Standards in four areas: Air Carrier Safety Assurance, General Aviation Safety Assurance, Safety Standards, and Foundational Business. The legacy regional structure no longer exists in Flight Standards.

As a facilitator of our ongoing organizational culture change, this structural realignment will enable us to respond to your needs with greater agility, efficiency, and consistency. The organizational intent of these changes is to improve our performance in several areas:

Accountability to Flying Public, Stakeholders

- Meet the needs of a constantly & rapidly changing industry
- Fix/prevent issues with consistency and standardization in regulatory interpretation

Budget Constraints

- Balance allocation of resources
- Increase efficient use of personnel and travel funds
- Reduce redundancy in regions

Change Readiness to Meet Constant Stream of New Challenges

- Operational agility, efficiency & effectiveness
- Consistent service and performance

Decision-Making – e.g., Risk-Based Decision-Making Strategic Initiative

- Culture and structure that facilitate effective implementation of risk-based decision-making, including Compliance Philosophy

We want to stress that this realignment should be transparent to you. No certificates are moving, and you will continue to interact with the FAA employees who currently manage your certificate. These employees should be able to resolve any issues that may arise. If, however, you have not been able to resolve an issue through this channel, we have established a Rapid Response Team to help. Should you need RRT support, the contact information is:

Phone: [888-283-8944](tel:888-283-8944)

Email: FlightStandardsRRT@faa.gov

I look forward to continuing to work with you on our mutual commitment to aviation safety.

Sincerely,
John S. Duncan
Executive Director, Flight Standards Service